

From: m2caudi@postoffice.pacbell.net@inetgw
To: Microsoft ATR
Date: 1/23/02 12:40pm
Subject: Microsoft Settlement

About four years ago my wife and I bought an Aptiva PC. We bought it because of the IBM name. It came with the Windows 95 operating system. We had a coupon to upgrade to Win 98 but many articles and talk show interviews said that there were many bugs in the system so we opted out. Later, we bought a scanner. It is a UMax. The software that came with the unit defaults to Microsoft IE when attempting to attach a document to an email. We are using Netscape as a browser and had to get technical support and a couple of books to learn how to attach a document to an email. If we were using IE it required dragging the wanted document to an icon and zip it was done. We replied to an offer by AT&T to subscribe to their Worldnet. It came with Microsoft IE5.5. We refused it. In all of these examples it would be so easy for my wife and I to just accept IE and MSN and all of the Microsoft stuff but then it would eliminate our opportunity to get what we wanted.

Our thoughts are that if Bill Gates made lug nuts we would all be driving a Gatesmobile. The customer should have the opportunity to select the software that they desire and not be manipulated by technical strategies that are designed to make people conform to one product.

Thank you. Richard & Maya Caudill, 839 Loyalton Dr., Campbell, CA 95008